

ORIGINAL

3/6/2017

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To: ~~AZCC~~ -

Here is a letter
of complaint concerning
APS, Smart meters
and reasons APS
should not be allowed
to have a rate hike
~~or charge for smart meters~~
Please put this on

The 2 docket#:

docket# E 01345 - 16-0036

docket# E 01345A-16-0123

Arizona Corporation Commission
DOCKETED

MAR 10 2017

DOCKETED BY
GB

RECEIVED
ARIZONA CORPORATION COMMISSION
DOCKET CONTROL
MARCH 10, 2017
E. Quigley Run
Rd.
Casa Grande, AZ
86325
928-639-4561

To AZCC: Docket #E-01345A-16-0036, [Docket # E-01345A-16-⁰¹²³]

APS should not be permitted to charge an opt-out fee for smart meters. Smart meters do not locate power outages. APS said they do, but it is untrue. I was without power for 13 hours. Neighbors with smart meters reported the power outage. The 4th time I called APS to tell them there was a damaged transformer with exposed wires on the ground, APS told me that they did not know where my community was and I had to give directions to them. (My community has been here since the 1980's).

This power out took place on Feb 28, 2017 when an elderly neighbor backed a large truck into an electrical transformer, leaving the transformer at a 45° angle in the air with exposed wires on the ground, for 13 hours. (This outage was not related to other power outages.)

No one came from APS to see the damage for nearly 4 hours, even though exposed wires were on the ground. Outage was not handled for 13 hours.

My community has been here since the 1980's, and I have had my house for 21 years. When Wayne Ferguson was manager of the Cottonwood office, power outages were handled promptly. Not so any longer.

* when I phoned APS I was told 3 or 4 times that my community in Cornville was right next to Preacott (which is 60 miles away) and right next to Munds Park (which is about 100 miles away). (When the Cottonwood office handled power outages, this was not the case.) APS employees told me this because of looking at an APS map on computer. So, now, the Phoenix office perceives all of Yavapai County, as nearby each town, when Munds Park is in Coconino County, not Yavapai county.

APS does not deserve another rate increase at all. They neglect existing customers. Yavapai County had much better service when a Cottonwood office existed.

Smart meters are a folly, and do not do what APS said they would do. - identify location of over power outages. They do not. People who opted out of

smart meters should not be charged an opt out fee.

APS wants higher rates so that their stock will go up. They do not deserve a rate increase when they neglect existing long - term customers.

APS has the opportunity to surcharge electricity for new communities, however the Realtor's Association contributed a lot of money to get AZ cc commissioners elected. This is unethical. Surcharging electricity for new communities would make APS stock go up.

APS cannot ^{apparently} handle existing customers emergencies. They do not deserve another rate increase.

Smart meters do not locate customers; locations. People who opt out of smart meters should not be charged a fee for opting out.

APS needs to think about not cutting back on personnel.

The results of this are problems now

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